



# Cisco Unified IP Phone 8961, 9951, and 9971 (SIP) Release Notes for Firmware Release 9.0(4)

---

**Published: September 29, 2010**

Use these release notes with a Cisco Unified IP Phone running SIP firmware release 9.0(4). This version of firmware release 9.0(4) is compatible with Cisco Unified Communications Manager (Unified CM) 7.1(3) and later.

## Contents

These release notes provide the following information. You might need to notify your users about some of the information provided in this document.

- [Related Documentation, page 1](#)
- [New and Changed Information, page 2](#)
- [Installation Notes, page 3](#)
- [Important Notes, page 4](#)
- [Caveats, page 6](#)

## Related Documentation

### **Cisco Unified IP Phone 9951 and 9971 Documentation**

Refer to publications that are specific to your language, phone model and Cisco Unified Communications Manager release. Navigate from the following documentation URL:

[http://www.cisco.com/en/US/products/ps10453/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps10453/tsd_products_support_series_home.html)

### **Cisco Unified IP Phone 8961 Documentation**

Refer to publications that are specific to your language, phone model and Cisco Unified Communications Manager release. Navigate from the following documentation URL:

[http://www.cisco.com/en/US/products/ps10451/tsd\\_products\\_support\\_maintain\\_and\\_operate.html](http://www.cisco.com/en/US/products/ps10451/tsd_products_support_maintain_and_operate.html)



---

**Americas Headquarters:**

**Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA**

© 2010 Cisco Systems, Inc. All rights reserved.

**Cisco Unified Communications Manager Documentation**

Refer to the Cisco Unified Communications Manager Documentation Guide and other publications specific to your Cisco Unified Communications Manager release. Navigate from the following URL:

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html)

**Cisco Unified Communications Manager Business Edition Documentation**

Refer to the Cisco Unified Communications Manager Business Edition Documentation Guide and other publications that are specific to your Cisco Unified Communications Manager release. Navigate from the following URL:

[http://www.cisco.com/en/US/products/ps7273/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps7273/tsd_products_support_series_home.html)

## New and Changed Information

This section contains these topics:

- [Call History Scrolling Enhancements, page 2](#)
- [eXtensible Markup Language Enhancement, page 2](#)

## Call History Scrolling Enhancements

As of firmware release 9.0(4), scrolling is enhanced in the Call History screen:

- The scroll bar now changes from light blue (in the idle state) to dark blue when the user is scrolling up or down on the screen or performing other activity, such as selecting call records.
- The scroll bar height now has a fixed minimum size. Previously the scroll bar could become very small as the Call History contained many records.

These enhancements are supported on the following Cisco Unified IP Phones (SIP):

- Cisco Unified IP Phone 8961
- Cisco Unified IP Phone 9951
- Cisco Unified IP Phone 9971

## eXtensible Markup Language Enhancement

For firmware release 9.0(4), the eXtensible Markup Language (XML) enhancement allows you to support the Status and Status File object. This enhancement is necessary to support certain third-party applications on the Cisco Unified IP Phone which display real-time status updates. This enhancement allows the IP phone to display this updated information.

This enhancement is supported on the following Cisco Unified IP Phones (SIP):

- Cisco Unified IP Phone 8961
- Cisco Unified IP Phone 9951
- Cisco Unified IP Phone 9971

# Installation Notes

This section contains these sections:

- [Installing Cisco Unified Communications Manager, page 3](#)
- [Installing Firmware Release 9.0\(4\) for SIP, page 3](#)

## Installing Cisco Unified Communications Manager

Before using the Cisco Unified IP Phone with Cisco Unified Communications Manager, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.



### Note

You can install Cisco Unified Communications Manager 7.1(3) or 7.1(3a). After you install one of these releases, you must install Cisco Unified Communications Manager 7.1(3a)su1.

To download and install the Cisco Unified Communications Manager version, refer to the [Install and Upgrade Guides](#) for Cisco Unified Communications Manager.

## Installing Firmware Release 9.0(4) for SIP

To download and install the phone firmware, follow these steps:

### Procedure

- 
- Step 1** Go to the following URL:  
<http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=278875240>.
- Step 2** Log in to the Tools & Resources > Download Software page.
- Step 3** Click + and choose the **IP Telephony** folder.
- Step 4** Click + and choose the **IP Phones** folder.
- Step 5** Choose **Cisco Unified IP Phones 9900 Series** or **Cisco Unified IP Phones 8900 Series**.
- Step 6** Choose your phone type.
- Step 7** Under the **Latest Releases** folder, choose **9.0(4)**.
- Step 8** Select one of the following firmware files, click the **Download Now** or **Add to cart** button and follow the prompts:
- **cmterm-8961.9-0-4.cop.sgn**
  - **cmterm-9951.9-0-4.cop.sgn**
  - **cmterm-9971.9-0-4.cop.sgn**



### Note

If you added the firmware file to the cart, click the **Download Cart** link when you are ready to download the file.

- Step 9** Click the + next to the firmware file name in the Download Cart section to access additional information about this file. The hyperlink for the Readme file is in the Additional Information section, which contains installation instructions for the corresponding firmware:
- [cmterm-8961.9-0-4-readme.html](#)
  - [cmterm-9951.9-0-4-readme.html](#)
  - [cmterm-9971.9-0-4-readme.html](#)
- Step 10** Follow the instructions in the Readme file to install the firmware.
- 

## Installing Firmware Zip Files

If a Cisco Unified Communications Manager is not available to load the installer program, the following .zip files are available to load the firmware. Go to [Step 1](#) and follow the first 7 steps.

- [cmterm-8961.9-0-4.zip](#)
- [cmterm-9951.9-0-4.zip](#)
- [cmterm-9971.9-0-4.zip](#)

After you unzip the files, you must manually copy them to the directory on the TFTP server. Refer to the [Cisco Unified Communications Operating System Administration Guide](#) for information to manually copy the firmware files to the server.



### Note

Firmware upgrades over the WLAN interface may take longer than upgrades using a wired connection. Upgrade times over the WLAN interface may take more than an hour, depending on the quality and bandwidth of the wireless connection.

---

## Cisco Unified Video Camera Firmware

The Cisco Unified Video Camera is supported on Unified CM versions 7.1(3a)su1 and later.

## Important Notes

This section contains these topics:

- [Using a Plantronics Audio 615M Headset with the Cisco Unified IP Phone 8961, page 5](#)
- [Using a USB Hub During an Active Call, page 5](#)
- [Using a USB Headset, page 5](#)
- [One-Way Video Calls for the Cisco Unified IP Phone, page 5](#)
- [Tracking the Cisco Unified IP Phone 9971 Using Cisco Emergency Responder, page 6](#)
- [Web Access Disabled by Default, page 6](#)

## Using a Plantronics Audio 615M Headset with the Cisco Unified IP Phone 8961

The Plantronics Audio 615M headset is not compatible with the Cisco Unified IP Phone 8961. You must use an alternate headset type for this IP phone. For more information, refer to [CSCth71104](#).

## Using a USB Hub During an Active Call

If you use a USB hub on your IP phone or expansion module, do not unplug the hub while you are on an active call. Unplugging the hub in this scenario may cause the IP phone or expansion module to reboot. For more information, refer to [CSCtf46146](#) using the Software Bug Toolkit.

## Using a USB Headset

When you use any USB headset that uses an external power source with the Cisco Unified IP Phone, the headset must be used with external power connected only.

**Note**

When using your USB headset with a Cisco Unified IP Phone, do not unplug the headset while you are on an active call. This may cause the IP phone to reboot. For more information, refer to [CSCte96060](#) using the Software Bug Toolkit.

**Note**

To use the Plantronics CS50 headset for incoming calls, press the headset button once to answer a call. Press the headset button twice to go offhook.

## Using the Plantronics CS50 USB Headset with the Cisco Unified IP Phone Color Key Expansion Module

The Plantronics CS50 USB headset causes the phone to request power from switch even though it is self-powered. In this case, if a device such as a camera or expansion module is connected and active on the phone, the switch will reject the power request for the headset because the power budget has been exceeded. In this case, the headset cannot be used.

## One-Way Video Calls for the Cisco Unified IP Phone

Due to limitations in the H.264 video signaling standards, Cisco Unified IP Phones 9951 and 9971 may not correctly display video received from devices supporting resolutions greater than 640x480. In this case, the user will see a black video screen.

To insure that video from such devices is properly displayed on the IP phone, the best solution is to configure high definition phones and Cisco Unified IP Phone 8961, 9951, and 9971 into different call regions and limit the video bandwidth to 384 kb/s when calling between regions.

## Tracking the Cisco Unified IP Phone 9971 Using Cisco Emergency Responder

You must configure the Cisco Unified IP Phone 9971 in Wi-Fi mode. When using this phone in this mode, you need to configure Cisco Emergency Responder appropriately for tracking wireless IP phones. For more information, refer to Chapter 5 of the *Cisco Emergency Responder Administration Guide 8.0*.

## Web Access Disabled by Default

Access to all web services, such as HTTP and SSH, are disabled by default on the Cisco Unified IP Phone 8961, 9951, and 9971. Your administrator can enable this feature by using Enterprise parameters.

**Note**

---

Enabling web services may cause security problems.

---

## Caveats

This section contains these topics:

- [Using Bug Toolkit, page 6](#)
- [Open Caveats, page 7](#)
- [Resolved Caveats, page 8](#)

## Using Bug Toolkit

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of:

- All severity level 1 or 2 bugs.
- Significant severity level 3 bugs.

You can search for problems by using the Cisco Software Bug Toolkit.

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

To use the Software Bug Toolkit, follow these steps:

**Procedure**

- 
- Step 1** To access the Bug Toolkit, go to:  
<http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>.
- Step 2** Log on with your Cisco.com user ID and password.

- Step 3** To look for information about a specific problem, enter the bug ID number in the “Search for bug ID” field, then click **Go**.

## Open Caveats

[Table 1](#) lists Severity 1, 2 and 3 defects that are open for the Cisco Unified IP Phone using firmware release 9.0(4).

For more information about an individual defect, you can access the online record for the defect by clicking the Identifier or going to the URL shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, be aware that [Table 1](#) reflects a snapshot of the defects that were open at the time this report was compiled. For an updated view of open defects, access Bug Toolkit as described in the [“Using Bug Toolkit” section on page 6](#).

**Table 1** *Open Caveats for Firmware Release 9.0(4)*

Identifier	Headline
<a href="#">CSCtf08911</a>	Lock icon is missing when ‘Contacts’ button is pressed with secure URL
<a href="#">CSCtf83026</a>	Sometimes the ‘Active Calls’ softkey turns gray when joining 2 conferences
<a href="#">CSCtf98563</a>	IP phone is not able to connect to wireless network
<a href="#">CSCtg07000</a>	Secure Real Time Transport Control Protocol (SRTCP) authentication tag must be 80 bits
<a href="#">CSCtg32967</a>	Cisco Unified IP Phone sends ‘488’ message to incoming ‘INVITE’ message after some time
<a href="#">CSCtg41425</a>	Video stream information reports incorrect number of RTCP receiver reports sent
<a href="#">CSCth59194</a>	IP phone can become stuck in a certain situation
<a href="#">CSCth71104</a>	Cisco Unified IP Phone 8961 reboots when Plantronics Audio 615M headset is plugged in
<a href="#">CSCti07525</a>	IP phone UI is locked for 15 seconds after exiting from weather forecast Java application
<a href="#">CSCti24777</a>	IP phone does not ask to erase trust list when alternate TFTP is set to ‘No’
<a href="#">CSCti27630</a>	One slice line gap on top of self view Picture in a Picture (PiP) during a video call
<a href="#">CSCti30021</a>	Received packets counter is cleared when remote camera is unplugged
<a href="#">CSCti32401</a>	Remote In Use (RIU) session bubble is shown when privacy enabled after Barge or cBarge
<a href="#">CSCti37591</a>	Cisco Unified IP Phone 9971 hangs after upgrade
<a href="#">CSCti39833</a>	Camera setting is incorrect after power cycle
<a href="#">CSCti39932</a>	Call bubble is not updated when conference participant unregisters
<a href="#">CSCti47366</a>	RTCP receiver report is sent unexpectedly
<a href="#">CSCti54162</a>	Only missed calls are cleared by ‘clear call history’
<a href="#">CSCti54365</a>	Unable to close opened applications after services are deleted from Unified CM
<a href="#">CSCti58683</a>	Video size and frame rate are incorrect on some bandwidths

**Table 1** Open Caveats for Firmware Release 9.0(4) (continued)

Identifier	Headline
<a href="#">CSCti59180</a>	Changing the speed or duplex mode causes the Cisco Unified IP Phone 8961 PC port to go down
<a href="#">CSCti64179</a>	Incorrect state for line button, line icon, and session key
<a href="#">CSCti69696</a>	WLAN site survey does not show anything
<a href="#">CSCti71861</a>	Cisco Unified IP Phone is stuck after repeated login and logout of extension mobility
<a href="#">CSCti72209</a>	Call history display problem after disabling or enabling phone services
<a href="#">CSCti73766</a>	IP phone wireless authentication fails unexpectedly
<a href="#">CSCti76856</a>	IP phone operating system reboots if the USB port with USB or RS232 converter is enabled or disabled
<a href="#">CSCti77943</a>	'USB power exceeded' alert after reset when no USB device is connected
<a href="#">CSCti78281</a>	IP phone cannot stop ringing after switching between 'Do Not Disturb - Reject' (DND-R) on and off on a shared line
<a href="#">CSCti83296</a>	WEP key input box is not in correct style
<a href="#">CSCti85158</a>	Call drops and IP phone restarts

## Resolved Caveats

[Table 2](#) lists Severity 1, 2 and 3 defects that are resolved for the Cisco Unified IP Phone using firmware release 9.0(4).

For more information about an individual defect, you can access the online record for the defect by clicking the Identifier or going to the URL shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, be aware that [Table 2](#) reflects a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of resolved defects, access Bug Toolkit as described in the ["Using Bug Toolkit"](#) section on page 6.

**Table 2** Resolved Caveats for Firmware Release 9.0(4)

Identifier	Headline
<a href="#">CSCsz91640</a>	Unplugging the Cisco Unified IP Phone Expansion Module with a shared line causes unexpected call session
<a href="#">CSCte64869</a>	'PFS' process gets hung with constant keep-alives and never exits
<a href="#">CSCtf48340</a>	Sometimes the video is blocky for several seconds after a video unmute
<a href="#">CSCtf56718</a>	Missing audio of DTMF digit pressed
<a href="#">CSCtf56753</a>	In hide video state, session video icon is not updated when call is muted
<a href="#">CSCtf68854</a>	No DNS query for Unified CM name if DNS server is changed after DHCP refresh
<a href="#">CSCtf77362</a>	Restarting the IP phone causes Busy Lamp Field (BLF) line on the Cisco Unified IP Phone Expansion Module to lose function
<a href="#">CSCtf81031</a>	The active call is dropped while the gateway is down
<a href="#">CSCtf82805</a>	Softkey is disabled when invoking an XML service while the network down



**Table 2** *Resolved Caveats for Firmware Release 9.0(4) (continued)*

<b>Identifier</b>	<b>Headline</b>
<a href="#">CSCtf89820</a>	Cisco Unified IP Phone 9951 CLI shows capabilities error
<a href="#">CSCtf98152</a>	Shared line changes from conference to Radio Interface Unit (RIU) after reverted Directed Call Park (dPark) is answered
<a href="#">CSCtg04851</a>	Cisco Unified IP Phone 9971 continues to transmit at 768K even after a re-invite for 384K
<a href="#">CSCtg06278</a>	User interface (UI) of Cisco Unified IP Phone 9971 cannot rollback to enable after set Call Admission Control (CAC) on Access Point (AP)
<a href="#">CSCtg17243</a>	Java applications fail after user locale transfers from Arabic to Greek
<a href="#">CSCtg21797</a>	Excessive 'call ended' call bubble is displayed when BLF picks up a call
<a href="#">CSCtg24165</a>	Idle URL does not work after user quits the 'Missed calls' history window
<a href="#">CSCtg29568</a>	Ringtone configuration page shows incorrect softkeys when network is down
<a href="#">CSCtg32967</a>	IP phone sends '488' to incoming 'INVITE' after some time
<a href="#">CSCtg35553</a>	Static WEP key is lost when a Cisco Unified IP Phone 9971 is power-cycled
<a href="#">CSCtg41863</a>	Cisco Unified IP Phone 9951 goes into call preservation mode
<a href="#">CSCtg44001</a>	Chaperone recording is not resumed when analyst is brought to conference
<a href="#">CSCtg45162</a>	Shared line SIP Supervisor displays 'BIB ID' when a Whisper Coaching (WC) session is placed on hold
<a href="#">CSCtg55207</a>	IP phone fails to decrypt configuration file when moved between clusters
<a href="#">CSCtg58079</a>	Real-Time Control Protocol (RTCP) receive reports for receive-only video call is not detected on remote side
<a href="#">CSCtg61756</a>	IP phone registers and resets in loop with 128 characters for end user
<a href="#">CSCtg70515</a>	The call record will be always highlighted after a triple touch
<a href="#">CSCtg77953</a>	Removing phone Network Time Protocol (NTP) reference does not work for the phone
<a href="#">CSCtg98537</a>	A failed read request to alternate-TFTP1 makes IP phone stick to alternate-TFTP2
<a href="#">CSCth18679</a>	Cisco Unified IP Phone 9971 with 2 lines call history remains after offhook then onhook
<a href="#">CSCth21643</a>	Enable WLAN causes a phone re-boot loop
<a href="#">CSCth40710</a>	Cisco Unified IP Phone 9951 and 9971 large DHCP packet are not backward compatible with many DHCP servers
<a href="#">CSCth42324</a>	Security issue in OpenSSL
<a href="#">CSCth42438</a>	Music delayed for Music on Hold (MOH) with multicast
<a href="#">CSCth57218</a>	Camera configuration menu is gone after adding bluetooth accessory
<a href="#">CSCth59489</a>	Pressing left or right is not ignored when navigating a vertical list
<a href="#">CSCth60157</a>	Cisco Unified IP Phone displays 4CIF (704x576) video distorted, with green lines
<a href="#">CSCth61939</a>	Call duration time is not properly shown when multiple sessions are on the IP phone
<a href="#">CSCti42309</a>	Intercom originator is muted when an incoming call ends
<a href="#">CSCti44313</a>	Improper call history of BLF pickup
<a href="#">CSCti53297</a>	Map file is not generated with phone loads

**Table 2**      **Resolved Caveats for Firmware Release 9.0(4) (continued)**

Identifier	Headline
<a href="#">CSCti63677</a>	Call history does not show dialed numbers having a busy tone
<a href="#">CSCti64144</a>	IP phone ends the call after audio is switched between headsets
<a href="#">CSCtj01119</a>	Unable to scroll focus from headline back to active call session
<a href="#">CSCtj06461</a>	Unable to insert digit in EditDial from corporate directory

## Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.

---

Cisco and the Cisco Logo are trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at [www.cisco.com/go/trademarks](http://www.cisco.com/go/trademarks). Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1005R)

© 2010 Cisco Systems, Inc. All rights reserved.